MANIPUR GAZETTE

E X T R A O R D I N A R Y
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OFFICE OF THE
ANDRO MUNICIPAL COUNCIL
ANDRO, IMPHAL-EAST, MANIPUR

N O T I F I C A T I O N

Imphal, the 9th October, 2025

No. 1/07/25-AMC: It is hereby notified for general information that the *Service Level Benchmark* of this Council for maintaining the standards of delivery in basic essential services such as **Water Supply, Sewerage, Solid Waste Management, and Storm Water Drainage** for the years **2020-21 to 2025-26** is hereby published, as given in the *Annexure*.

KSH. GYANENDRA SINGH,
Executive Officer,
Andro Municipal Council.

Water Supply Services								
Sl. No.	**Service Level Indicator**	**Service Level Bench Mark**	**Year**					
			2020-21	**2021-22**	**2022-23**	**2023-24**	**2024-25**	**2025-26**
1.	**Extent of Non-Revenue Water (NRW)**	20%	0%	0%	0%	0%	0%	20%
2.	**Efficiency in redressal of customer complaints**	80%	0%	0%	0%	0%	0%	80%
3.	**Cost recovery in water supply services**	100%	0%	0%	0%	0%	0%	100%
4.	**Extent of metering of water connections**	100%	0%	0%	0%	0%	0%	100%
5.	**Continuity of water supply**	24 hrs	NIL	NIL	NIL	NIL	NIL	24 hrs
6.	**Efficiency in collection of water supply related charges**	90%	0%	0%	0%	0%	0%	90%
7.	**Per capita supply of water**	70lpcd	NIL	NIL	NIL	NIL	NIL	70lpcd
8.	**Quality of water supplied**	100%	0%	0%	0%	0%	0%	100%
9.	**Coverage of water supply connections**	100%	0%	0%	0%	0%	0%	100%

Sewage Management (Sewerage and Sanitation)								
Sl. No.	**Service Level Indicator**	**Service Level Bench Mark**	**Year**					
			2020-21	**2021-22**	**2022-23**	**2023-24**	**2024-25**	**2025-26**
1	Efficiency in collection of waste water charges	100%	0	0	0	0	0	0
2	Coverage of waste water network services	100%	0	0	0	0	0	0
3	Extent of cost recovery in waste water management	100%	0	0	0	0	0	0
4	Coverage of toilets	100%	0	0	0	0	0	0
5	Collection efficiency of waste water network	100%	0	0	0	0	0	0

6	Adequacy of waste water treatment capacity	100%	0	0	0	0	0	0
7	Quality of waste water treatment	100%	0	0	0	0	0	0
8	Extent of reuse and recycling of waste water	20%	0	0	0	0	0	0
9	Efficiency in redressal of customer complaints	80%	0	0	0	0	0	0

Solid Waste Management

Sl. No.	Service Level Indicator	Service Level Bench Mark	Year					
			2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
1	Extent of municipal solid waste recovered	80%	10%	15%	20%	25%	30%	60%
2	Household level coverage of solid waste management services	100%	20%	25%	30%	40%	60%	100%
3	Extent of cost recovery in SWM services	100%	15%	25%	35%	40%	50%	100%
4	Efficiency of collection of municipal solid waste	100%	30%	35%	40%	45%	50%	100%
5	Extent of segregation of municipal solid waste	100%	15%	25%	35%	45%	60%	100%
6	Extent of scientific disposal of municipal solid waste	100%	0%	0%	0%	15%	20%	50%
7	Efficiency of collection of SWM related user charges	90%	20%	25%	35%	40%	50%	100%
8	Efficiency in redressal of customer complaints	80%	30%	35%	40%	50%	60%	100%

Storm Water Drainage								
Sl. No.	**Service Level Indicator**	**Service Level Bench Mark**	**Year**					
			2020-21	**2021-22**	**2022-23**	**2023-24**	**2024-25**	**2025-26**
1	Coverage of Storm Water Drainage Network	100%	20%	25%	30%	35%	40%	100%
2	Incidence of water logging	0%	10%	10%	5%	5%	5%	0%

KSH. GYANENDRA SINGH,
Executive Officer,
Andro Municipal Council.

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